

COMPLETE LISTING OF CLAIMS
IN ASCENDING ORDER WITH STATUS INDICATORS

THIS LISTING OF CLAIMS WILL REPLACE ALL PRIOR VERSIONS AND LISTINGS OF CLAIMS IN THE APPLICATION.

1. (Currently Amended) A telephony system, comprising:

a service node configured to communicate with a user device and provide a user associated with the user device with an automated voice interface to the telephony system upon the user's initiating access to the telephony system via the user device,

wherein the automated voice interface is configured to permit the user to verbally specify a desired objective corresponding to any one of a plurality of predefined objectives, the predefined objectives including directory assisted call placement and at least one form of information retrieval,

and wherein, upon receiving the desired objective from the user, the service node acts to implement the desired objective, wherein when the user specifies a desired objective relating to information retrieval, the service node is configured to:

request, by voiced instruction, the user's verbal specification of an information item, retrieve the verbally specified information item from an information source, and voice the information item to the user via the user device,

and wherein when the user specifies the desired objective relating to information retrieval by retrieval of Internet search results, the service node is configured to request, by voiced instruction, the user's verbal specification of a preferred Internet search engine.

2. (Original) The telephony system according to claim 1, wherein the user device is a wireline telephone, and wherein the user initiates access to the telephony system by taking the wireline telephone off hook.

3. (Original) The telephony system according to claim 1, wherein the user device is a wireless telephone, and wherein the user initiates access to the telephony system by dialing a predefined key sequence.

4. (Original) The telephony system according to claim 1, further comprising:

a switch coupled to the user device and the service node, the switch being configured to detect the user's initiating access to the telephony system via the user device.

5. (Original) The telephony system according to claim 4, wherein the user device is a wireline telephone, and wherein the switch is a service switching point.

6. (Original) The telephony system according to claim 4, wherein the user device is a wireless telephone, and wherein the switch is a mobile switching center.

7. (Original) The telephony system according to claim 4, further comprising a service control point in communication with both the switch and the service node.

8. (Original) The telephony system according to claim 7, wherein the switch is further configured to pass information identifying the user device to the service control point upon detecting the user's having initiated access to the telephony system via the user device.

9. (Original) The telephony system according to claim 8, wherein the service control point is further configured to verify a voice interface service subscription for the user device prior to setting up a communication channel between the service node and the switch.

10. (Original) The telephony system according to claim 9, wherein the switch, the service control point, and the service node communicate in accordance with standard Advanced Intelligent Network protocols.

11. (Original) The telephony system according to claim 1, wherein when the user specifies a desired objective of directory assisted call placement, the service node is configured to:

request, by voiced instruction, the user's verbal specification of a destination, retrieve a telephone number associated with the verbally specified destination, and initiate connection of the user device to a device corresponding to the retrieved number.

12. (Original) The telephony system according to claim 1, wherein the at least one form of information retrieval includes at least one of retrieval of Internet search results, retrieval of market results, retrieval of driving directions, retrieval of weather conditions, retrieval of account data, retrieval of personal contact information, retrieval of e-mail messages, and retrieval of service order status.

13. (Canceled)

14. (Original) The telephony system according to claim 1, wherein the predefined objectives further include at least one form of taking action.

15. (Original) The telephony system according to claim 14, wherein the at least one form of taking action includes at least one of placing an order, modifying a database, synchronizing two or more databases, and sending a message.

16. (Original) The telephony system according to claim 14, wherein when the user specifies a desired objective relating to taking action, the service node is configured to: request, by voiced instruction, the user's verbal specification of a particular task, and initiate implementation of the verbally specified task.

17. (Original) The telephony system according to claim 1, wherein the predefined objectives further include at least one instance of voice-activated call placement.

18. (Original) The telephony system according to claim 17, wherein when the user specifies a desired objective corresponding to a particular instance of voice-activated call placement, the service node is configured to initiate connection of the user device to a destination device associated with the particular instance of direct voice-activated call placement.

19. (Currently Amended) A service node for use in a telephony system including a switch, the switch providing system access for a user device, the service node comprising:

logic configured to communicate, via the switch, with the user device and to provide a user of the telephony system with an automated voice interface upon the user's initiating access to the telephony system via the user device,

wherein the automated voice interface is configured to permit the user to verbally specify a desired objective corresponding to any one of a plurality of predefined objectives, the predefined objectives including call placement and at least one form of information retrieval,

and wherein, upon receiving the desired objective from the user, the service node acts to implement the desired objective, wherein when the user specifies a desired objective relating to information retrieval, the service node is configured to:

request, by voiced instruction, the user's verbal specification of an information item, retrieve the verbally specified information item from an information source, and voice the information item to the user via the user device,

and wherein when the user specifies the desired objective relating to information retrieval by retrieval of Internet search results, the service node is configured to request, by voiced instruction, the user's verbal specification of a preferred Internet search engine.

20. (Original) The service node according to claim 19, wherein the switch is a service switching point providing system access for at least one wireline telephone.

21. (Original) The service node according to claim 19, wherein the switch is a mobile switching center providing system access for at least one wireless telephone.

22. (Original) The service node according to claim 19, further comprising a control interface configured to communicate with a service control point of the telephony system.

23. (Original) The service node according to claim 22, wherein the service node establishes communication with the user device upon receiving instruction from the service control point.

24. (Original) The service node according to claim 22, wherein the service node communicates with the switch and the service control point in accordance with standard Advanced Intelligent Network protocols.

25. (Currently Amended) A method of providing a user of a telephony system with an automated voice interface, comprising:

voicing a request to the user, upon the user's initiating access to the telephony system, that the user identify an intended objective;

awaiting the user's response to the voiced request;

selecting, based upon the user's response, one of a plurality of predefined objectives, the predefined objectives including directory assisted call placement and at least one form of information retrieval; and

acting to implement the selected objective, wherein, when the selected objective is a form of information retrieval, the acting to implement the objective comprises:

requesting, by voiced instruction, the user's verbal specification of an information item, retrieving the verbally specified information item from an information source, and

voicing the retrieved information item to the user;

and wherein when the selected objective relates to information retrieval by retrieval of Internet search results, the acting to implement the objective comprises requesting, by voiced instruction, the user's verbal specification of a preferred Internet search engine.

26. (Original) The method of claim 25, wherein the at least one form of information retrieval includes at least one of retrieval of Internet search results, retrieval of market results, retrieval of driving directions, retrieval of weather conditions, retrieval of account data, retrieval of personal contact information, retrieval of e-mail messages, and retrieval of service order status.

27. (Original) The method of claim 25 wherein, when the selected objective is directory assisted call placement, the acting to implement the selected objective comprises:

voicing to the user a request that the user verbally identify a destination, retrieving a telephone number associated with the destination, and

using the retrieved number to initiate a call between the user and the destination.

28. (Canceled)

29. (Currently Amended) A telephony system, comprising:

means for detecting a user's initiating access to the telephony system;

means for soliciting, upon the user's initiating access to the system, the user's verbal specification of one of a plurality of predefined objectives, the predefined objectives including directory assisted call placement and at least one form of information retrieval; and

means for implementing the verbally specified objective, wherein when the user specifies a desired objective relating to information retrieval, the implementing includes:

requesting, by voiced instruction, the user's verbal specification of an information item, retrieving the verbally specified information item from an information source, and voicing the retrieved information item to the user;

and wherein when the user specifies the desired objective relating to information retrieval by retrieval of Internet search results, the implementing includes requesting, by voiced instruction, the user's verbal specification of a preferred Internet search engine.

30. (Currently Amended) A computer-readable medium including a plurality of

instructions that, when executed by a service node in a telephony system, cause the service node to function as an automated telephone attendant, the computer-readable medium comprising:

instructions for voicing a request to a telephone user that the user state an intended objective;

instructions for selecting, based upon the user's stated objective, one of a plurality of predefined objectives, the predefined objectives including directory assisted call placement and at least one form of information retrieval; and

instructions for acting to implement the selected objective, wherein when the selected objective relates to information retrieval, the acting to implement includes:

requesting, by voiced instruction, the user's verbal specification of an information item, retrieving the verbally specified information item from an information source, and voicing the retrieved information item to the user;

and wherein when the user specifies the desired objective relating to information retrieval by retrieval of Internet search results, the acting to implement includes requesting, by voiced instruction, the user's verbal specification of a preferred Internet search engine.

31. (Previously Presented) The telephony system according to claim 1, wherein the at least one form of information retrieval includes retrieval of driving directions.

32. (Canceled)

33. (New) The telephony system according to claim 1, further comprising:
a switch coupled to the user device and the service node, the switch being configured to detect the user's having initiated access to the telephony system via the user device; and
a service control point coupled to the switch and the service node, the service control point being configured to receive an alert message from the switch and request the switch to establish a voice link between the user device and the service node.

34. (New) The telephony system according to claim 33, wherein the service control point is configured to request the service node to reserve a port for the voice link.

35. (New) The telephony system according to claim 34, wherein the service node is configured to reserve the port and provide a corresponding port number to the service control point.

36. (New) The telephony system according to claim 33, wherein the voice link between the user device and the service node includes a voice path between the user device and the switch and a voice path between the switch and the service node.

37. (New) The telephony system according to claim 36, wherein the service node is configured to, in response to receipt of user voice input representative of a user desired objective of directory assisted call placement to a destination,
retrieve a destination number associated with the destination,

provide the destination number to the service control point, which is configured to provide the destination number to the switch, and
relinquish the voice path between the switch and the service node,

38. (New) The telephony subsystem according to claim 37, wherein the switch is configured to automatically connect a call between the user device and a device associated with the destination number.

39. (New) The telephony subsystem according to claim 38, wherein automatic connection of the call includes the switch automatically establishing a voice path between the switch and the device associated with the destination number upon receipt of the destination number from the service control point.